



# DCS Comprehensive Health Plan INTERNAL POLICY

---

<b>TITLE</b> Member Identification Cards	<b>POLICY NUMBER</b> OP-MS-03
<b>RESPONSIBLE FUNCTION AREA</b> DCS CHP Compliance	<b>EFFECTIVE</b> 10/31/2022
<b>Initiated:</b> 01/01/96 <b>Reviewed:</b> 02/10/04; 04/07/06, 10/7/08; 05/17/12; 08/12/13; 04/16/15; 06/15/16; 5/18/17; 11/15/18; 09/30/19; 10/31/22	

## STATEMENT/PURPOSE

This policy outlines the requirements for the development, approval and distribution of member identification cards for the Department of Child Safety (DCS) Comprehensive Health Plan (CHP).

## AUTHORITY

[A.R.S. § 8-512](#), Comprehensive medical and dental care; guidelines.

[A.A.C. R21-1-206](#), Identification Card.

Intergovernmental Agreement (IGA) between the Arizona Health Care Cost Containment System (AHCCCS) and the Department of Child Safety Comprehensive Health Plan (DCS CHP) outlines health plan operational requirements.

The contract between the Department of Child Safety (DCS) for the Comprehensive Health Plan (CHP) and the contracted Managed Care Organization (MCO) outlines contractual requirements for subcontractor performance.

## DEFINITIONS

834 Enrollment Transaction File: A nightly transaction file provided by AHCCCS to its Contractors. The file identifies newly-enrolled members and enrollment changes for existing members.

Business Day: A business day is considered to extend from 7:00 am in the morning to 7:00 am the following morning. If the next day is a weekend or a holiday, then the ending timeframe is extended to 7:00 am in the morning of the day following the weekend or holiday.

Member Identification Card (ID): A Contractor-specific identification card that meets the formatting requirements outlined in this Policy and issued by the Responsible Contractor to each member. The ID Card is used by the member when presenting for Medicaid services.



## **POLICY**

DCS CHP, through its contracted MCO, produces and distributes member identification cards, for use by members when presenting for health care services, in compliance with Federal and State laws and regulations, and contractual requirements set forth by AHCCCS.

## **PROCEDURE**

### **Identification**

DCS CHP reviews and updates an electronic transaction file submitted by AHCCCS (834 Enrollment Transaction File) to identify newly-enrolled members and enrollment changes for existing members. DCS CHP shares updated enrollment files with its contracted MCO on a timely and consistent basis. The contracted MCO utilizes the enrollment files to create and/or update member identification cards.

### **Format**

DCS CHP's contracted MCO is responsible for obtaining DCS CHP approval prior to the production and distribution of health plan Member ID cards.

DCS CHP member identification cards and replacement cards meet AHCCCS requirements as outlined in AHCCCS ACOM Policy 433, Attachment A, Table of Requirements and include the following information:

- Health plan name/TTY/TDY and toll free telephone numbers;
- Member name;
- DCS CHP Member ID number;
- AHCCCS ID number;
- Statewide crisis telephone number;
- Nurse triage telephone number
- Pharmacy benefit name/customer service telephone number;
- Disclaimer to carry the card at all times and present for services;
- Disclaimer that using the card inappropriately is a violation of the law;
- Disclaimer that the card is not a guarantee for services; and
- Notice to providers to bill DCS CHP for all charges.

### **Distribution**

DCS CHP's contracted MCO distributes member identification cards to all members within 12 business days from the business day following receipt of the AHCCCS 834 Enrollment Transaction File. Requests for replacement ID cards are mailed within 5 days of the request.

### **Compliance and Oversight Monitoring**



## Comprehensive Health Plan INTERNAL POLICY

---

The contract between DCS and its MCO defines operational performance requirements to be satisfied when providing healthcare services to members. DCS CHP conducts ongoing reviews of operational performance requirements. If it is determined that the MCO is not meeting the terms of their contract, DCS CHP notifies the MCO in writing of deficiencies. Performance Improvement Plans are forwarded to the MCO and include corrective actions and dates by which corrective actions are to be completed.

### REFERENCES

[AHCCCS ACOM Policy 433, Member Identification Cards](#)

AHCCCS ACOM Policy 433, Attachment A, Table of Requirements

### RELATED FORMS

N/A

\_\_\_\_\_  
Jason Winfrey  
Chief Operations Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Karla Mouw  
Chief Executive Officer

\_\_\_\_\_  
Date

### REVIEWED AND REVISED

Date (Month/Year)	Reason for Review	Revision Description
10/2022	Annual Review	Integration/oversight language added.